



General Assembly

Substitute Bill No. 5328

February Session, 2008

* _____ HB05328ET _____ 031108 _____ *

AN ACT CONCERNING UTILITY CUSTOMER SERVICE COMPLAINTS.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective from passage*) (a) For the purposes of this
2 section, "public service companies" means public service companies, as
3 defined in section 16-1 of the 2008 supplement to the general statutes,
4 with consumers numbering more than fifty thousand or annual gross
5 revenues in excess of fifty million dollars; and "consumer" has the
6 same meaning as provided in subsection (f) of section 16-2a of the
7 general statutes.

8 (b) The Department of Public Utility Control shall track complaints
9 related to services provided by public service companies. The
10 department shall note the number of complaints for each public service
11 company in the following categories and subcategories: (1) High bill
12 complaints, including, but not limited to, rates, estimated bill true-ups
13 and high usage compared to a previous bill or the same period during
14 the preceding year; (2) no bill or low bill; (3) credit and collections,
15 including, but not limited to, payment arrangements, termination,
16 arrearage forgiveness program problems and deposits; (4) other billing
17 issues, including, but not limited to, estimated versus actual billing
18 and meter issues; and (5) quality of service issues, including, but not
19 limited to, installation, repairs, outages, voltage, safety issues and
20 customer service response time. The department may expand the

21 preceding list of categories and subcategories as it deems necessary,
22 upon the request of the Office of Consumer Counsel, the Attorney
23 General or the public service companies.

24 (c) The Department of Public Utility Control shall prepare, at the
25 end of each calendar quarter, a status report detailing the number of
26 complaints received concerning each public service company in each
27 of the categories listed in subsection (b) of this section, the percentage
28 of such complaints that were resolved at the time of reporting and a
29 description of the details of any unresolved complaints, including the
30 issue that led to the complaint and the steps taken to resolve said
31 complaint. The department shall submit such status report to the
32 Office of Consumer Counsel and the Attorney General within ten
33 business days after the end of the quarter for which the report is
34 prepared.

35 (d) Public service companies shall track consumer complaints using
36 those categories and subcategories listed in subsection (b) of this
37 section and provide summaries to the Office of Consumer Counsel, the
38 Attorney General and the Department of Public Utility Control within
39 ten days of the end of the calendar quarter for which the report is
40 generated.

41 (e) The Department of Public Utility Control and public service
42 companies shall provide to the Office of Consumer Counsel and the
43 Attorney General, upon request, all further data and records in their
44 possession related to public service company consumer complaints or
45 bill analysis summaries and the Office of Consumer Counsel and
46 Attorney General may request an investigation into said complaints or
47 bill analysis summaries. Upon such investigation request, the
48 Department of Public Utility Control shall promptly open and conduct
49 a contested case proceeding pursuant to chapter 54 of the general
50 statutes.

51 (f) Twice per year, the Department of Public Utility Control shall
52 initiate uncontested case proceedings with the Office of Consumer

53 Counsel and Attorney General as named participants to review the
54 status reports and consumer complaint summaries described in
55 subsections (c) and (d) of this section.

56 (g) The Office of Consumer Counsel shall have access to adequate
57 staffing, including consumer data analysts, and such other resources as
58 necessary to implement this section.

This act shall take effect as follows and shall amend the following sections:

Section 1	<i>from passage</i>	New section
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Statement of Legislative Commissioners:

In subsection (a) of section 1, "as defined in section 16-1 of the 2008 supplement to the general statutes" was added for statutory consistency, "customers" was changed to "consumers" for internal consistency and "and consumer has the same meaning as provided" was added for clarity. In subsection (e) of section 1, "contested docket" was changed to "contested case proceeding" and, in subsection (f) of section 1, "uncontested hearings" was changed to "uncontested case proceedings" for statutory consistency.

ET *Joint Favorable Subst.*